



**VA** | U.S. Department  
of Veterans Affairs

**We realize you may be dealing with difficulties during the COVID-19 crisis. The Department of Veterans Affairs (VA) may be able to help.**

## **WHAT WE'RE DOING**

**If you have...**



### **New VA debt,**

We will temporarily stop debt payment collections.  
You don't have to act.



### **Existing VA debt,**

You can request a temporary collection suspension or an extended repayment plan. Call 1-800-827-0648.

**After the national emergency ends, we will resume debt collection activities.**

## **OTHER VA DEBT-RELATED EFFORTS**

- VA will **not** refer delinquent debts to credit reporting agencies during the crisis.
- VA Home Loan applications will continue for Veterans with unresolved debt payment issues.

For help or to confirm whether this information applies to your VA benefit debt, contact the Debt Management Center at **1-800-827-0648**.

## **WHAT ELSE WE'RE DOING**

When possible, we're moving in-person services to virtual platforms. We're also granting extension requests for late-filed forms, when the extension request is based on COVID-19. For assistance with benefit-related claim support, please contact **1-800-827-1000** or visit **benefits.va.gov**.

We're working to find additional ways to serve you during this crisis. Please follow national and local guidelines to stay healthy and safe.